

St. Luke's NEWS

*Admitting
System
Revised
(Page 2)*

*We
Wish You
A
Happy
New Year*

January 1952





Margaret Mikutis, admitting clerk, types master copy of a young patient's history during private interview, at Indiana desk



Marie Zboril, chief clerk, explains the operation of the spirit duplicator to clerks Margaret Mikutis, Laurel Robinson and Nan Wisniewski.

Admitting System Revised

One important policy of St. Luke's Hospital is to revise and modernize administrative systems and procedures where indicated. Such revisions are ordinarily made possible because of the development of new equipment and greater knowledge in connection with efficient operations. In accordance with this policy the Patients' Service Section of the Comptroller's Department installed a new admitting procedure on October 23, 1951. This new procedure represents a streamlined operation and utilizes mechanical reproduction equipment.

The revised system replaces a hand written master copy from which copies were reproduced on manually operated equipment. The distribution of reproduced copies was extremely slow and in addition it was necessary, in various departments, to type or hand write rec-

—FRANK A. LYNCH
Manager of Patients' Services

ords from the copy received from the Admitting Department. As an example, a copy of the admitting record was received in the Business Office and from information shown thereon, Business Office personnel typed the patient's ledger card and the patient's billing statement. Under the revised system a master admitting record is typed at the time of admission, from information secured from the patient, and such master is then used on the new automatic equipment to reproduce forms which are then forwarded to each department which must have a record of the patient's admission. The Business Office now receives, as a result of this operation, a ledger card and a billing statement bearing essential patient information which



Marie Zboril sets a master admission history in place while Ruth Heintz assembles the forms to be processed



Clerks Pearl Ecklund and Edna Wallner demonstrate the private interview admission technique used in the revised procedures

has been reproduced from the master.

Slow distribution of patient information obtained on admission impaired the functions of various departments requiring such data. In addition to the slow distribution and unnecessary cost of repetitious clerical work, the methods employed prior to October permitted an excessive margin of error. Each copy subsequently typed from the original admitting form represented a potential error in transcription. The hand-duplicated forms from which transcriptions were made were commonly lacking in clarity and thus, of course, legibility.

The degree of clarity of the forms reproduced from the original admission history was proportionate to the care exerted in the performance of this phase of the admitting staff's work, the pressure exerted upon the writing instrument, and the condition of the gelatin roll applied to the flat-bed duplicator. By condition is meant not only the results of normal use, but, as well, the effect of the weather upon the gelatin roll which, if too moist, caused blurring and

if too dry, reproduced little or nothing from the master.

The time required to duplicate four forms on the gelatin flat-bed duplicator was two minutes, or fifteen admissions in half an hour. By way of contrast, a clerk can now duplicate twenty-two departmental forms in little over one minute.

In a month's operation, the revised admitting system has materially reduced the time required to admit patients properly and disseminate information concerning them throughout the hospital. It has eliminated, to the extent feasible, the repetition of clerical work on the part of other departments, both business and professional.

The departments thus far directly benefited by the innovation include: the Business Office, the Credit and Collections Office, the Nursing Division, the Department of Pathology, the Medical Records Department, and the office of the Blue Cross representative, as well as the Admitting Department itself.

Perhaps the group most gratified by

the new system are the admitting personnel themselves, who now have more time to devote to other essential duties.

Under the new system, the simultaneous arrival of both the patient and his admission history at the nursing unit has been made possible. The result of this is a reduction in time necessary to the preparation and completion of records vital to the handling of the case.

An outstanding feature of the revised system is the promptness with which forms initiating routine diagnostic procedures follow each patient to the nursing station. Within an hour after admission, requisitions for specific laboratory procedures, prepared in the duplication process, are available for forwarding to the appropriate laboratories after being signed by the nurse.

The Business Office has also benefited by this change. In less than an hour after admission of the patient, his ledger card, statements in triplicate, and a credit file card are available for the use of this department. It was previously necessary for the Business Office to await, usually 24 hours, the receipt of an admitting record from which other forms were then prepared by means of typewriter. The information now being received in this, as in other departments, is more legible and accurate than could be expected under the former methods employed.

The physical changes largely involved rearrangement of the admitting units. Since the patient being admitted to the hospital formerly was sent to the assigned floor with only an authorization card, and inasmuch as the history then required of him was relatively simple, a private admission interview was not essential. In the majority of cases, therefore, patients were interviewed at the admitting desk counter, with both the patient and clerk standing during the brief period entailed.

Under the revised system all but

emergency cases are admitted in private with patient and clerk comfortably seated. In general, the master copy of the admitting record is typed by the clerk while interviewing the patient. When the interview is completed the patient's history sheet is available to be delivered in a sealed envelope, by the page escorting the patient. The master copy is immediately reproduced on a variety of forms for the use of the seven departments concerned. The forms are then distributed without delay.

Although considerable experimentation and review had been done over the past several years, the successful installation of the revised admitting system has been due largely to the hard work and enthusiasm of the present admitting personnel. The work of review and critical analysis of procedures continues so that this vital service section may further improve its handling of patients and the flow of related information.

Community Fund

The annual "Thanksgiving" breakfast for St. Luke's Community Fund workers was held in the Schweppe Memorial Building on November 23.

Reports from the fifty-two Red Feather Captains showed: 37 with 100% participation, 7 with better than 85%, and but 8 lower than 85%.

"Oscars" were given to Miss Eleanor Quinn, Captain for Anesthesia and Oxygen Therapy, who brought in the largest departmental contribution, and to Miss Teena Murphy, Laundry Forewoman, for the first departmental report to be made. Merit Certificates went to all Captains with 85% reports or higher.

The final report in this year's St. Luke's Drive was 92% personnel participation, with \$2316.72 raised for the Community Fund.

Memorial Fund

Dr. and Mrs. E. A. Edwards and Mr. and Mrs. Tracy L. Turner, Jr., and Ronnie, in memory of Mrs. Peter Reiss.

Dr. and Mrs. Foster McMillan, in memory of Mrs. John Herman.

Miss Caroline Ward, in memory of Wendy Byron Smith.

Miss Leila Bostwick, in memory of Mrs. Mary Ann Trumpas.

Mr. Charles G. LeForgee, in honor of Miss Myrtle Irene Parsons.

Mr. and Mrs. George H. Dovenmuehle, Miss Mary S. Hind and Mr. and Mrs. F. Stanley Krug, Jr., in memory of Mrs. Joel Bowlby.

Miss Mary E. Reinhardt, in memory of Miss Edith Bender.

Manila Baby

In early November St. Luke's Hospital played host to a baby whose fame spread rapidly the length and breadth of the country.

Elvira Difuntorum, aged 11 months, had swallowed a number of straight pins. All but two were removed in Manila's North General Hospital. But these two gave trouble, one being lodged in the left lung, the other in the baby's stomach.

Dr. Jose Reyes, Director of North General Hospital, and one of his nurses, Mrs. Manuela Batista, accompanied the baby on a 10,000 mile flight to the United States—and St. Luke's—for removal of the remaining pins.

(Continued on page 8)



Elvira Difuntorum, the so-called "pin cushion baby" from Manila, with Mr. Leo M. Lyons, Mr. Leopoldo T. Ruiz (Philippine Consul) and Mrs. Ruiz, Dr. Jose Reyes, Mrs. Manuela Batista, Dr. Jose R. Perez and Mrs. Germaine Febrow. Miss Adella Wainford holds the baby

Around the Hospital

It's a girl for *Dr. and Mrs. William Freeman (Elizabeth Vickery)*.

Dr. Yukio Yoshida, Assistant Chief of Medical Affairs Section, Ministry of Welfare of the Japanese Government, toured St. Luke's November 29. His duties cover all phases of hospital administration and he is a teacher in the Institute of Hospital Administration in Tokyo and a consultant to the newly established Japanese Hospital Association.

Dr. William J. Baker read a paper at the November meeting of the Fort Wayne, Indiana, Medical Society and put on an operative clinic. During his visit, he saw *Dr. Morton Bowlman*, *Dr. Milton Popp* and *Dr. Francis Sarver*.

Guest speaker at the Regional meeting of the American College of Physicians at Bismarck, North Dakota, in September, was *Dr. Howard Wakefield*, whose paper was on "Tuberculous Pericarditis with Effusion: Diagnosis and Management." He also gave the dinner address at the Bismarck Country Club, the subject being "Your American College of Physicians."

Dr. Claude N. Lambert was elected President of The Clinical Orthopedic Society at the recent meeting of this Society in Lincoln and Omaha.

Dr. Geza deTakats participated in a postgraduate course on Vascular Diseases at the annual meeting of the American College of Surgeons in San Francisco and attended the Motion Picture Committee of the American College of Surgeons during the same meeting.

Dr. John L. Lindquist presented a paper at the Madison County Medical Society, in Huntsville, Alabama, in November.

Dr. Paul W. Greeley went to Wash-

ington, D. C., in November for the annual meeting of the Society of Medical Consultants of World War II.

Word comes to us that *Dr. Ralph H. Kuhns*, formerly Chief Resident Physician, has been appointed Medical Officer and Neuropsychiatric Specialist at the Veterans Administration District Office, Chicago. This office has jurisdiction over Illinois, Indiana and Wisconsin.

It's a boy for *Dr. and Mrs. Frank Jones*.

Early December saw numerous St. Luke's alumni returning for short visits, among them *Dr. J. S. Arrow-smith*, *Dr. Lain Tetrick* (now associated with *Dr. Ralph Dolkart* in his research work at Northwestern University), *1st Lt. Frank Nordstrom*, *Dr. Thomas Burcham*, *Dr. James Riley*, *Lt. Digby Seymour* stationed in Texas

(Continued on page 8)



Carla May Ireneus, daughter of Dr. and Mrs. Carl Ireneus, Jr.



The finale of St. Luke's Twenty-fifth Anniversary Fashion Show, sponsored by the Woman's Board, brought this group of student nurses to the stage

Year-End Appeal

Mr. Huntington B. Henry, President of St. Luke's Board of Trustees, appealed to friends of the Hospital for financial assistance, in a letter mailed November 30.

In pointing up the needs of the Hospital, Mr. Henry mentioned the many problems of today's inflationary trend and wrote: "regardless of spiralling costs people do get sick and accidents do happen. No matter what the economic situation is, young doctors must be trained and nurses must be taught to render their services to the ill and injured."

As in the past, it was stressed by Mr. Henry that all gifts, both small and large, will help St. Luke's Hospital in its program of service to the entire community.

COVER PICTURE—Our cover shows admitting clerk Margaret Mikutis taking the history of "patient" Mrs. Wanda Mikulec in the Michigan Building Admitting Department. James Farley is the anxious "relative."

Auxiliary Benefit

The Women's Auxiliary will give a Grand Slam Bridge on Tuesday, January 30, at one o'clock in Schweppe Memorial Nurses Home, the proceeds to be used for the benefit of St. Luke's Hospital. The Committee in charge of the party is as follows:

Chairman, Mrs. James Clark; assisted by Mrs. Fred Ball, Dessert; Mrs. Albert H. Andrews, Jr., Tickets; Mrs. William Highstone, Prizes; Mrs. H. H. Boyle, Check-room; Mrs. Thomas J. Coogan, Publicity; Mrs. Don Murray, Shares; Mrs. S. A. Sciarretta, Tables; Mrs. E. J. Ranke, House; Mrs. Roland Mackay, Ushers; Mrs. James Gough, Luncheon; Mrs. R. A. Jacobson, President, and Mrs. R. N. Hedges, Vice-President, in charge of Ushers.

Xmas Sales Successful

The Shop Christmas Sale, which took place in Michigan Lobby on December 10, was so successful that it made an all-time record in sales.

The Occupational Therapy Sale, December 13, was a near sell-out.

And Now, Goodbye

With this issue, we come to the end of my duties as editor of the St. Luke's News and Director of Public Relations for the Hospital. The past eight years have been happy ones, for they have brought me close contact with all groups which form the Hospital family—the Board of Trustees, Medical Staff, Woman's Board, Women's Auxiliary, Volunteers and Personnel—and each phase of the work has had its problems and rewards.

Starting the first of 1952, I will undertake a new venture under Mr. James R. Gersonde, Executive Director of the Illinois Hospital Association, still in the public relations field.

To each of you, let me say, "It's been such a pleasure to work with you—and I wish you the happiest of New Years".

—GERMAINE FEBROW.

Manila Baby

(Continued from page 5)

In fifty-nine seconds, the pin was removed through a small bronchoscope from Elvira's lung. Shortly afterwards the last pin was eliminated naturally.

After a few days' observation, to be sure that her adventure had caused no further complications, the group returned to Manila, with a strengthened link of good will between the United States and the Philippines as a result of the care given in this emergency.

Around the Hospital

(Continued from page 6)

with the Air Force, and Dr. Walter Furr.

Dr. Furr tells us that three more former Residents are with him at the Cleveland Clinics—Dr. Jerry Newman, Dr. David Patch and Dr. Melvin Richards . . . and Dr. and Mrs. Richards now have a baby girl.

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DEVOTED TO THE WELFARE
OF ST. LUKE'S HOSPITAL

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Information for the friends of the Hospital, regarding its services, personnel, affairs, accomplishments, and aspirations.

EDITOR

MRS. GERMAINE FEBROW

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